

# **KING COUNTY MENTAL HEALTH BOARD**

## **Quality Council**

Tuesday, April 25, 2006

**3:30 – 5:15 p.m.**

Conference Room 6A, Exchange Building  
821 Second Avenue, Seattle, WA 98104

### **Members Attending:**

Helen Nilon (chair), Ron Sterling, Steve Collins

### **Members Absent**

Kali Henderson

### **Staff Present:**

Liz Gilbert, Georgia Cortez

## **I. INTRODUCTIONS**

## **II. ANNOUNCEMENTS**

Liz Gilbert announced that she has a new assignment as of May 1, 2006. She will be working out of the Department of Community & Human Services Director's office on the Veterans and Human Services property tax initiative approved by King County voters in November 2005. She expects this assignment to last up to one year. This is her last QC meeting, and Debra Srebnik has been assigned to staff to this committee. Debra is uniquely qualified for this role as she is a former Quality Council member.

On Friday, April 28<sup>th</sup>, MHCADS is holding a half-day retreat with agency Chief Executive Officers and other agency leaders to build consensus on the design and implementation of the Recovery Model. This meeting replaces this month's Partnership Group.

## **III. APPROVAL OF FEBRUARY MEETING NOTES**

A motion was made by Steve Collins and seconded by Ron Sterling to approve the meeting notes of the February meeting. The motion carried.

## **IV. MENTAL HEALTH REPORT CARD (tabled until next meeting)**

Debra Srebnik will answer questions about the design and methodology for the current RSN report card at the June meeting. The QC has had questions about denominators and numerators used to calculate performance measures, measuring intervals, and whether the current version reflects common "industry standards". Debra will also seek input from the QC on how the client-based performance measure section of the report card can be improved (including readability).

#### **IV. SUMMARY REPORT FROM 2006 CONTRACT MONITORING; 2005 CLINICAL TOOL; 2006 CLINICAL SITE VISIT TOOL**

Liz Gilbert handed out copies of a summary report she prepared that described findings from clinical site visits conducted throughout calendar year 2005. The RSN conducts these visits with the 17 agencies that comprise the provider network in King County, and the clinical review is just one component of a comprehensive evaluation. Other components include the boilerplate section of contracts, administration, data accuracy, and reviews of ‘carve out’ programs. The RSN has also had to include requirements from the Balanced Budget Act during the past few years. [Note – please see the summary report for additional detail.]

In recent years, the clinical reviews were developed around focus areas of interest, e.g. crisis services, vocational services, but the 2006 review is broad-based and addresses all agency requirements. The RSN believes it is important to periodically review all elements to assure performance continues to meet standard.

Agencies receive the review tool [note: provided to the QC] when they become finalized early in the calendar year, but are only provided with the selected randomized sample of client cases 72 hours in advance of the scheduled site visit. This sample may also include examples of any subcontractors the agency works with. The sample size for outpatient exhibits typically falls within 30-50 charts.

The clinical component is just one component of annual site visits. Others include: Administrative, Boilerplate, Data Accuracy, and Carve Out exhibits, each of which is evaluated with similar tools. A team of six-eight RSN staff conducts the review, which usually take two-three days to complete. The lead contract monitor for the particular agency then compiles a report of findings, including any corrective action requirements the agency must develop. If an agency is required to submit corrective action, they must respond within a specified time frame as to how the agency will address the issue of concern. If indicated, the RSN may conduct a follow-up review related to corrective actions to assure they have been implemented and are sufficiently addressing the issue.

#### **V. QUALITY COUNCIL WORK PLAN/FORUM PLANS**

Liz reported that Jim Adams of South King County National Alliance of Mental Illness (NAMI) is interested in hosting a forum. Helen will continue working with the three King County NAMI affiliates to set dates for forums. Ron suggested using findings from the forums held in 2004 to see if the same issues are identified this year, or whether progress has been made in areas of previous concern. Ron Sterling also suggested, “How would people like to see Recovery measured” as another forum topic. Liz encouraged the QC to work with existing Recovery initiatives to assure there is no duplication of effort.

#### **VI. OTHER BUSINESS**

Steve Collins reported about the forums the Quality Review Team (QRT) is sponsoring to assist consumers to learn about recovery from mental illness and what recovery might mean for them. The QRT is visiting as many mental health agencies as possible and has developed a PowerPoint presentation to help them with this effort.

The meeting was adjourned 4:40 p.m.